

Notebook Training Manual for

Acer TravelMate 530



**Department of Education and Training
Western Australia**

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Conventions used in this manual

The following conventions are used in this manual:

Menu path: Example: Tap **Start > All Programs > Games > Solitaire**. This means tap the Start menu button, then the All Programs button, then select Games from the menu that is displayed, and Solitaire from the Games menu.

Keyboard: Example: Hold down the **<Ctrl>+<Alt>+<Del>** keys simultaneously. This means press these keyboard keys, all at the same time.

Symbols are used to represent important things you need to know:



Warning about cost. Doing this action could cost you money!



Severe warning! Be extra careful! You could seriously damage the machine.



Note, hint or tip. Information that will help you.

Program objectives

The Notebook for Teachers Program is an integral component of the *Education to Community (e2c)* initiative, supporting learning technologies in the K-12 government education community in WA.

It is designed to support schools and teachers in achieving their mutual professional goals. The portability of notebook computers allows for a wide range of educational opportunities and strategies to be explored, with the ultimate aim of improving outcomes for students.

Participation in the program is voluntary and should only be undertaken after careful consideration of how the introduction of this technology can be integrated into the individual school's plan.

The objectives of this training are to:

- Provide an introduction to the notebook, the operating system, and the applications.
- Help you to become more familiar with basic operations of the notebook.
- Assist you with setting up the notebook for internet access from home and your school.



More details about *e2c* can be found on the internet at: <http://www.e2c.wa.edu.au> where you will also find a link to the Notebooks for Teachers web site.

A number of DOET (Department of Education and Training) policies directly relate to the safe-keeping of work-related information and appropriate use of corporate applications such as e-mail and internet access. More details on these and other DOET policies is available on the *Regulatory Framework* CD. An updated copy of this CD is sent to all schools each term.

Occupational health and safety

The following is a summary of Occupational Health and Safety issues, detailed in *Appendix D* on page 32.

The Department's Safety Consultant has provided the following advice:

Discomfort as a result of strain to the shoulders, neck, arms and eyes is common among users of notebooks. This can, in some instances, lead to occupation overuse injuries, also known as repetitive strain injuries (RSI). The likelihood of prolonged pain and possible injury is increased when the notebook is used for more than 2 hours in any one session.

Strain often occurs due to the inability to set up the notebook in the correct ergonomic position (as the keyboard and screen cannot be separated), and through use in environments that result in poor posture (for example, on the couch) or cause glare.

Where possible, personal computers should be used in preference to notebooks as they can be set up ergonomically to minimise the risk of strain or injury.

Consideration should also be given to any staff member who has an existing strain or injury to the neck or shoulders, as carrying a notebook can further aggravate the condition.

The risk of strain or injury through notebook use can be reduced by implementing some simple strategies such as:

- Taking regular rest breaks (at least every 20 minutes; more often if the setup is not ideal) to allow muscles and vision to recuperate.
- Not using the notebook for more than 2 hours in any session.
- Working in an environment free from glare.
- Using the notebook on a desk (rather than the lap).
- Angling the screen to minimise the need to bend the neck.
- Using an external mouse, keyboard, and monitor where possible.
- Using a chair that maintains good posture.
- Reducing the need to carry the notebook (where practicable).

What you will receive

The Department of Education and Training will provide all nominated teachers with:

- An Acer TravelMate 530 Notebook computer.
- A familiarisation training course on delivery of your notebook.
- Warranty support and a Customer Service Centre for dealing with product faults and difficulties, including on-site warranty or transport of the notebook to and from the repairer.

Software

The following software applications will be pre-loaded onto your notebook:

- Microsoft Windows XP Professional
- Microsoft Office XP, incorporating:
 - Microsoft Word 2002
 - Microsoft Excel 2002
 - Microsoft PowerPoint 2002
 - Microsoft Outlook 2002
 - Microsoft FrontPage 2002
 - Microsoft Publisher 2002
- Microsoft Encarta Reference Library 2003
- Microsoft Windows Media Player 9.0
- Microsoft Movie Maker 2
- Microsoft Windows Media Bonus Pack
- Microsoft TV Photo Viewer
- Microsoft Visio Viewer 2002
- Microsoft Interactive Training, incorporating:
 - Office XP Pro Step by Step Interactive
 - Windows XP Professional Step by Step Interactive
- Adobe Acrobat Reader 5.0
- QuickTime Player 6
- Macromedia Shockwave 8.5
- McAfee VirusScan 4.5

Hardware

Your notebook will have the following hardware configuration:

- Intel Pentium 4, 2.0 GHz Processor
- 14.1" TFT (thin film transistor) screen (measured diagonally)
- 256 Megabytes of RAM (16MB allocated to shared video memory)
- 20 Gigabyte hard disk drive
- Internal 10/100BaseT Ethernet for network connections at school
- Internal 56K modem for remote connection via telephone line
- CD ROM Drive
- 1.44MB floppy disk drive
- Internal stereo speakers
- Touchpad, with left and right mouse buttons and scrolling button

Accessories

In addition to your Acer TravelMate Notebook, the following accessories are supplied. Please check that they are all there.

- Acer carry case (black)
- AC power supply, with cable
- Phone (RJ11) cable (grey)
- *Passport: International Travelers Warranty*
- *Modem User's Guide*
- *TravelMate 530 User's Guide*
- Two Recovery CDs (with instructions)
- One System CD



It is a good idea to keep your box should you need to transport your notebook back to Acer for repair. It is particularly important that you have access to a box if you are in a country area and your notebook needs to be safely packed for return to Acer.

Notebook tour

Front

The floppy disk drive is found at the front of the notebook toward the left.

When you insert a floppy disk into the drive, a small disk eject button will pop out. Press this button in to eject the disk when you have finished with it.



DO NOT pack away your notebook with a floppy disk still inserted – you could cause damage to the disk eject button.



Left side**CD drive warning**

When inserting a CD into the CD drive, make sure it is firmly seated on the central black spindle in the CD tray. If it is just balanced on the top of the spindle, it will jam.

The CD player in this notebook is controlled by software, so it cannot be used when the notebook is turned off. Likewise, the CD ROM drive will not open when it is turned off.

Underneath

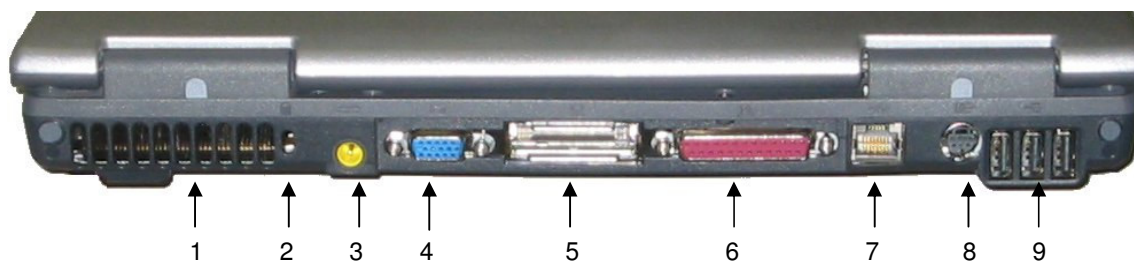
On the bottom of your notebook are a number of identification stickers. The 8-digit Australian Serial Number (AUST Serial No.) is the one that is most important to you.



This serial number is linked to YOU – you cannot swap notebooks with other teachers.

You will need to quote the Australian Serial Number if you require service or assistance from the Customer Service Centre.



Back

- | | | |
|---|------------------------------|---|
| 1 | Ventilation slots | A ventilator is situated at the rear right hand side and back. Your notebook is fitted with a fan that is controlled by a thermostat. The fan will turn itself off when the notebook is cool enough. |
| 2 | Security slot | This small oval slot is for optional lockable security devices, and is Kensington-compatible. With such security devices you can lock your notebook to a bench or fixed object. |
| 3 | Power socket (yellow) | Takes the small round plug from the Power Adaptor, and provides mains power to the notebook when connected. |
| 4 | External monitor port (blue) | Accepts any type of external display device such as a normal computer monitor and computer projection devices. |
| 5 | Docking Station port | Used if you purchased the optional docking station. A docking station accepts a monitor, keyboard, and external mouse and, with one action, connects or disconnects them from your notebook. Also known as a Port Replicator. |
| 6 | Parallel port (pink) | Printer connection for older printers. |
| 7 | Network port | Accepts a network cable for connecting to your school network – this has a plug just a little wider than the phone plug. The network card is built in to this notebook model. Your notebook's network information must be configured so that it can be recognised by the school network (see <i>Connecting your Notebook to the school network</i> on page 20). |
| 8 | S Video port | Used to connect your notebook to any television with S video sockets. |
| 9 | USB ports | This model has three USB (Universal Serial Bus) ports. Accepts USB devices. These can transfer data between the device and the notebook (or vice versa) quicker than other ports. Examples of USB devices are printers, digital still and video cameras, scanners, external drives, mouse. Windows XP will automatically recognise a device plugged into a USB port and the drivers may already be installed. |

Right side

- | | | |
|----|----------------------------------|---|
| 10 | Microphone / audio input (pink) | Starting from the front is the Microphone / audio input, for audio in (recording a sound from an audio tape or CD player into your notebook), and for connecting an external microphone. (An internal microphone is located above the keyboard.) |
| 11 | Headphone / speaker port (green) | Next is audio out for plugging in external speakers or headphones. |
| 12 | PCMCIA Expansion slots | Other devices can be added by installing PC Cards and compatible devices into these slots (for example, wireless LAN cards). |
| 13 | Modem port | This is the modem port where the black modem cable that came with your notebook is plugged in. Use this to connect the inbuilt modem in the notebook to the telephone network for internet use (generally at home, since most schools have internet access through their school networks) and for using the fax facilities of the modem to send or receive faxes. |
| 14 | Firewire port | This is a high speed port to allow you to connect devices such as digital video cameras, external hard drives, or external CD burners. |
| 15 | Infrared port | The infrared port which allows the fast transfer of data between your notebook and similar computers (including PDAs) without using cables. |
| 16 | Ventilation slots | A ventilator is situated at the rear right hand side and back. Your notebook is fitted with a fan that is controlled by a thermostat. The fan will turn itself off when the notebook is cool enough. |

Using your notebook

Open it

Find the slider button at the centre front of the lid, gently slide it to the right, then lift the lid (screen) until it is open.

Turn it on

The power button is above the top left hand side of the keyboard. Gently press and hold the button for a second or two until the notebook starts.



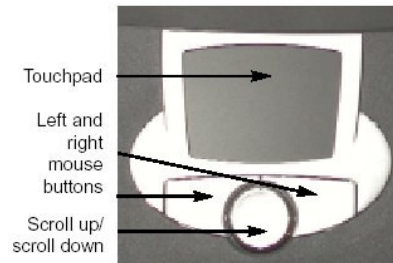
The power button is usually used only as an **On** switch – your notebook automatically turns itself off as part of the shutdown procedure.

If your notebook stops responding to keyboard or mouse input, you may be forced to turn it off. To do this, hold the power button down for at least 5 seconds to turn it off.

Touchpad

Before you do anything, you need to know about your notebook's 'touchpad' area.

The touchpad is your 'mouse'. Moving your finger around it will move the pointer (or cursor) on the screen. When using the touchpad to move the pointer around the screen, try to keep your finger on the touchpad. Lifting your finger will stop the pointer moving.



The buttons below the touchpad are your left and right mouse buttons. As you get more experienced, you can operate these buttons with your thumb as you use your finger to move the pointer around the screen. The right mouse button has the usual function of opening a menu relevant to the place where the pointer is pointing.

You can 'tap' the touchpad instead of clicking the mouse buttons:

- A *single tap* = a single left mouse click
- A *double tap* = a double left mouse click
- A *double tap + drag* = a normal drag holding the left mouse button down. This may take some practice. Double tap but hold your finger down on the second tap and move it across the screen for the 'drag'.

This notebook model also has a scrolling 'button' which scrolls when you press down on either end, similar to the scrolling wheel on a mouse. The lower button scrolls down; the upper button scrolls up.

You can change the speed of the cursor movement and the size of the cursor (see *Appendix A* on page 29 for details). To practice using the touchpad, play some games of Solitaire – now you've got an excuse to do this!

Where do I start?



Your notebook is installed with Windows XP – a very different version of Windows. Please take your time to explore the new operating system.

Log in

1. After turning on your notebook, the *Welcome to Windows* screen is displayed, where you are prompted to log in.
2. Press <Ctrl>+<Alt>+<Del> to log in. The *Log On to Windows* screen is displayed, where you are prompted for your user name and password.
3. Check that your User name is correct (see *About user names*, below).
4. Type your password.
5. Tap **OK**.
6. The desktop screen is displayed.



About user names

The first time you turn on your notebook, you will be prompted for your user name and password. Your user name is supplied by the Department. If you use a computer at school and have been granted access to the school's admin network then you will already have a user name and password. You can use these as soon as the notebook is linked in to the school network. If you do not have a user name and password, either contact your school's system administrator or phone the Customer Service Centre on **9264 5555** (metropolitan) or **1800 012 828** (country).

About passwords

If you are using your user name and password for the first time, you will be prompted to change your password to something that only you know. Type the password in twice as requested. The next time you log in, you will only type your password once.



Your password should be something you will remember, yet be obscure enough that no one will guess it.

You should not give this password to anyone but it is very important that you remember it as you cannot log in without it. If you forget your password, you should contact the Customer Service Centre on **9264 5555** (metropolitan) or **1800 012 828** (country).

The desktop



1. When you have successfully supplied both your user name and password, the desktop window (above) is displayed. At the bottom left of the screen is the Start button

2. Using the touchpad, move the pointer over the Start button, and tap once. The Start menu is displayed.

The Start menu

This is your starting point for everything, so let's take a closer look at this menu.

Your user name is displayed at the top of this window. Below this there are two columns.

At the top of the left column is internet Explorer, followed by a list of you most recently used applications (software programs) – this list will change according to which applications you have used recently or most often.

The right column lists common storage locations for your files and utilities and features that will help you.

Under the left hand list is the **All Programs** button. Tap on it to open a menu list of all the applications on your notebook.



My Documents	Where you can store your documents.
My Recent Documents	The files and documents you have been working on most recently.
My Pictures	Where you can store your pictures.
My Music	Where you can store your music.
My Computer	Displays the full contents of your hard drive, CDs, floppy disks or other

removable media.

My Network Places	Displays servers and other shared workspaces when you are connected to the school's network.
Control Panel	Where you can adjust your notebook's settings.
Connect To	Displays places you can connect to, including the Notebooks for Teacher Dialler.
Printers and Faxes	Where you can add printers. To add a network printer, contact your school's system administrator or the Customer Service Centre.
Help and Support	If you get stuck, always try the online Help and Support first.



Don't be scared to use this. Windows XP has comprehensive help functions, including small 'walk-through' procedures that help you complete an unfamiliar task.

Search	If you can't find a file or have forgotten where you stored it, use Search to find it.
Run	This is an alternative method for starting programs, but requires quite a bit of technical knowledge. It is much easier to use the All Programs button.

Quick Launch bar

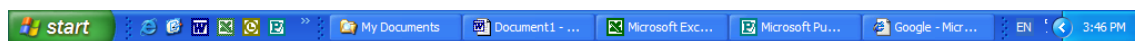
At the bottom left of the screen, you will see your **Start** menu button. Immediately to the right of  is the Quick Launch bar, and at the far right of the screen is the System Tray. We have already discussed the **Start** menu button, so let's look at the Quick Launch bar.



There are six icons in the Quick Launch Bar. These are: Internet Explorer, Show Desktop, Word, Excel, Outlook, and Publisher. A single tap on any of these will open the application.

As you open other applications, they will be displayed between the Quick Launch bar and the System Tray. To minimise an application's window, tap the application's button to the right of the Quick Launch bar at the bottom of the screen; tap it again to maximise it.

In the example below the following are all open: Explorer, a Word document, an Excel workbook, a Publisher document and a web page. Practice opening multiple applications and maximising and minimising them.



In Windows XP, if you have more than one file open in an application it will put the number of files open in that application next to the application's title. In the example below there are four windows open in Word, four in Excel, two in Publisher, and two web pages (Internet Explorer). To access any of these files, tap on the application and it will open a small menu with the names of all the open files. Tap on the file's name to display it.



Quick Launch buttons

There are three oval buttons on the notebook, just below the screen that can be programmed to launch your favourite applications at the press of a button. These are **P1**, **P2**, and **P3**.

To set the functions of these buttons, either press one of these keys (if no application is currently assigned to it), or tap **Start > All Programs > Launch Manager > Launch Manager**.

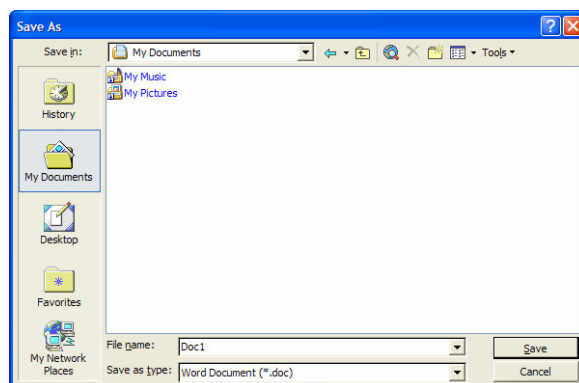


This very basic introduction has got you up and running with your new notebook. We'll soon be getting you connected to the internet and checking your e-mails! In the meantime, here are some more useful things to know about your notebook and the operating system...

Managing your documents

When you are working in a new document you will be asked to save the file before you close it. It is important to keep all your files in the same place so they are easy to back up. We recommend that they be stored in **My Documents** and so we have set up your system to automatically save your files to **My Documents**.

1. In the Quick Launch bar at the bottom of the screen, tap  (Microsoft Word) once.
2. Type some text in this new document. After you have done some work on your document, you should save it.
3. Tap **File > Save**. The *Save As* window is displayed.

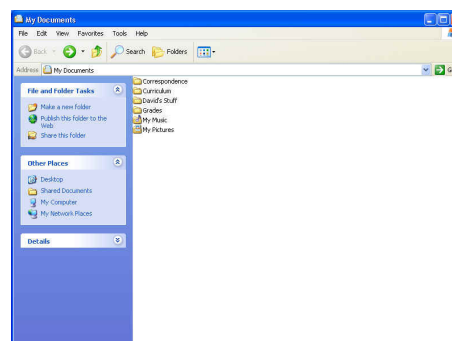
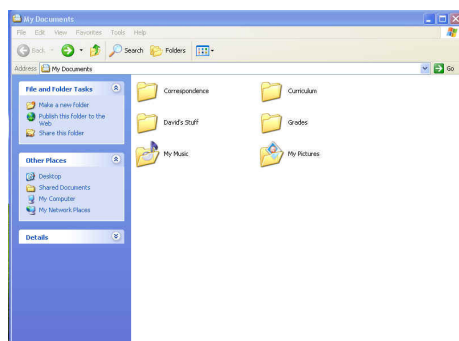


4. Check that the **Save in** location at the top of this window is **My Documents**. If it isn't, tap the large **My Documents** icon on the left of the window.
5. Type a name for this new file in the **File name** field at the bottom of this window.
6. Tap the **Save** button located in the bottom right of the window.

All documents you create should be saved to your **My Documents** folder. This saves you time as you don't have to look for your work – it will all be in **My Documents**.

You can organise your **My Documents** folder however you like – you can have sub-folders within folders and as many as you want. This makes it easy to back up your work – you just drag the whole **My Documents** folder to a server location, a disk, or any other type of backup device.

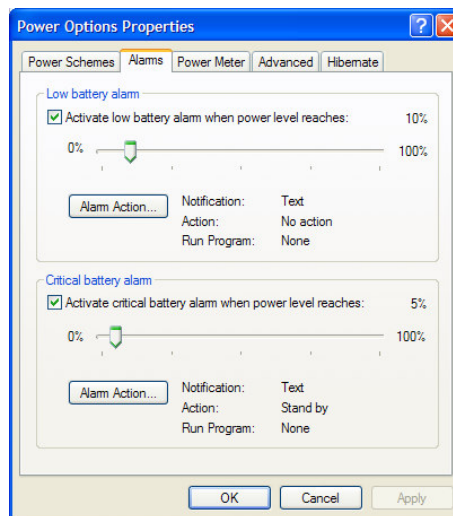
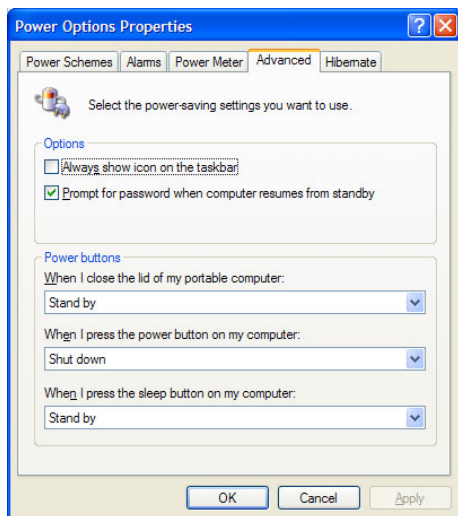
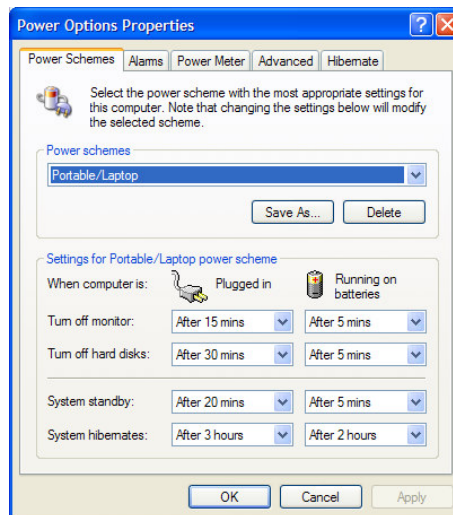
You can also display your **My Documents** folder however you like (examples below). Just make sure it is easy for *you* to follow and navigate. It doesn't matter what the teacher who keeps looking over your shoulder in the staff room thinks – this is *your* preference, it is *your* work, and it is *you* who needs to retrieve it – so work in a way that suits you.



Power management

Your notebook can be set up to run off batteries or mains power. When you are near a power point, you can plug it in to run off mains but when you are away, you will run the notebook from the battery. Here are some ways to get the most life out of your battery when you are away from power.

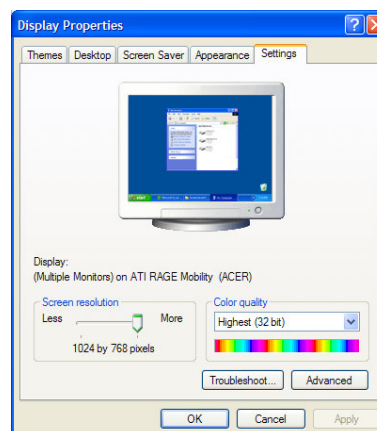
1. Tap **Start > Control Panel**.
2. Double-tap on **Power Options**.
3. Check the settings under the **Power Schemes** tab. These should generally be set as shown in the picture to obtain maximum life from your fully charged battery. You may increase any of these settings, but if you do your fully charged battery may not last as long as it might otherwise do.
4. Tap on the **Advanced** tab and check these settings.
5. Tap on the **Alarms** tab and check these settings. You can have a visual signal of a low and critically low battery or you can set a sound, or you can set both.
6. Tap on the **Power Meter** tab and check the settings. These give an indication of the battery power remaining if you are working without the mains power plugged in to your notebook. (You can also see this information by double clicking on the battery icon in the System Tray).
7. When you have finished, tap **OK**.



Other settings

Displays/Monitors

1. Tap **Start > Control Panel**.
2. Double-tap on **Display**. The *Display Properties* window is displayed.
3. Tap the **Settings** tab. If you are using an external device (for example, a computer projection unit or an external monitor) you can adjust the screen resolution and colour quality to suit that device.
4. Take a look at the other tabs for further settings you can adjust to suit how you work.
5. When you have finished, tap **OK**.



System Tray

In the bottom right corner of the desktop is the System Tray. This contains icons for a number of functions.



Double-tap on the time – the clock in your notebook has already been set but if it's not correct you can change it.

Check the other icons to see what they do.

Help

To get help with Windows XP at any time, tap **Start > Help and Support**.

Other software

Look through the **Start > All Programs** menus to see what software applications have been pre-loaded onto your notebook for which there is no Quick Launch button.

Turning off your notebook

1. Tap **Start**.
2. Tap **Shut Down**. The *Shut Down Windows* screen is displayed.
3. Select the **Shut Down** option if it is not already selected.
4. Tap **OK**. Your notebook will go through a short shut down process and turn off automatically.



Connecting your notebook to the school network



It is important that you successfully connect your notebook to the school's admin network in order to complete the initial set-up of your notebook. Once you have completed the set-up you will have access to a range of vital services and functions including:

- Automatic updates of applications on your notebook when they become available.
- Regular antivirus updates.

Follow these steps to connect your notebook to the network:

1. Connect the notebook to an admin network outlet at the school – the outlet and the cable will be supplied by the school. Do not use the black modem cable that came with your notebook as it is unsuitable for this purpose.
2. Ask your school's system administrator to login and 'join' your notebook to the Admin domain. This will give you access to the school's network and servers and will also allow you to access the internet and e-mail while at school. If your school's system administrator is not available, you can phone the Customer Service Centre at the Department and ask for assistance: **9264 5555** (metropolitan) or **1800 012 828** (country).
3. Outlook must have its settings changed to match the personal information stored in **Control Panel > Mail**. Ask your school's system administrator to set this up for you.
4. Your school's system administrator will also set up the internet Explorer proxy settings so that you can use the internet at school.

Backing up your files



Keeping separate copies of your own files is absolutely vital when you use a notebook. If your notebook is stolen or if your hard drive crashes, you lose all the hard work that you have put into the files you have worked on, unless you have kept a **backup copy** of your files somewhere else. If you save on floppy disks, do not keep the disks in your notebook bag!

What are some backup options?

Backup to the school network	When you are at school and attached to the network, you will have a personal folder on the server. All of your documents should be stored in your My Documents folder – from time to time, even daily, you should copy the contents of your My Documents folder to the server.
Use Microsoft Backup	This is a program found in Start > All Programs > Accessories > System Tools > Backup. Microsoft Backup puts a compressed copy of your My Documents files onto floppy disks. You need new or reformatted floppy disks before you start. Keep in mind that floppy disks do not hold a lot of files. The Restore function takes the backed up data files and returns them to the nominated directory on the notebook. This is better than simply saving everything twice – once on your hard drive and once on floppies, since it compresses the files (taking up less space) and you only need to number the floppies (a date is a good idea too!) rather than label the disks with a list of its contents.
CD Writer or Zip Drive	If you have a CD Writer or Zip Drive, you can use these to back up your files. A Zip disk (about \$25.00) will store up to 250MB and a CDR up to 700MB. A Zip Drive operates very much like a floppy drive and will appear in your My Computer window. To copy files you simply need to drag the files to this drive icon. A CD stores more information but takes longer to write and it is not as simple as dragging files to an icon. CDRs are, however, much cheaper at around \$1.00 ea or \$2.50 for a CD which can be overwritten and re-recorded.

Virus Protection

Antivirus software is installed on your notebook. When you are connected to the Admin domain on the school's network, one of the first software updates you will receive will be for your antivirus software.

Ways to avoid virus contamination

Be aware that sharing any file exposes the notebook to possible virus contamination. Scan all files to be copied or opened from the notebook before loading. This includes files on floppy disks, zip disks, the school's network, or files copied from the internet.

When downloading files from the internet, or viewing attachments via e-mail, be aware that the risk of virus contamination is high. If a virus scan is performed *before* a file is opened, the risk of contaminating the notebook is minimised.

Looking after your notebook

Safety issues

Refer to *Important Safety Instructions* in the Notices section (Appendix B) of the *TravelMate 530 Series User's Guide* for important safety information.

Care and cleaning of your notebook

Refer to *Basic care and tips for using your computer* in the First Things First section of the *TravelMate 530 Series User's Guide* for a full guide to the care and maintenance of your notebook, AC Adaptor, and battery pack. The information that follows is only a summary.

To clean the notebook and the screen, use a **slightly** damp clean cloth and finish with a soft dry cloth. Do not use ANY cleaning agents, detergents or solvents

Batteries

The battery that ships with your Acer TravelMate notebook is a Lithium Ion (L-Ion) battery. It is not prone to the same 'memory' problems encountered by those using Nickel Metal Hydride (NiMH) batteries. To ensure the life of your battery remains at its maximum:

- It is good practice to run your battery down completely once every month or so.
- Do not 'top up' your battery often – it is better to be recharged from flat.
- Do not take your battery off charge until it is completely charged.

Continuous misuse of the battery may result in shorter battery life.

Actual battery life may vary, depending on usage and configuration. It also depends on what kinds of activities you do on the notebook. If you often access the attached hardware (for example, CD ROM drive, modem, and LAN) the battery life may be considerably shortened. You can set up power management options to conserve your battery power (see *Power Management* on page 18 for details).

AC power supply care

Incorrect use and storage of AC power supply units can cause damage, particularly to the cable. To avoid damage to your AC power supply it is important that you follow a few basic steps.

Using the AC power supply

Make sure that the cable is not twisted or bent sharply at any point. Avoid having to run it around furniture in such a way as to risk damage.



To avoid damage to cables never crease or apply pressure to any folds. All folds should be naturally formed.

Storing the AC Power Supply

1. Switch off the mains power.
2. Disconnect the power supply from the power outlet and notebook.
3. Disconnect the power cord from the AC adaptor.
4. Take the AC power supply, leave approximately 18cm of cable free from the transformer, then roll the remaining length of cable into approximately 10cm lengths and secure it with a tie.

Make sure that the cable is not bent sharply, particularly where it exits from the transformer as this will cause the cable to wear over time.



LCD screen care

When it is necessary to clean the LCD, use a soft, lint-free cloth, or use the contents of any commercially available computer LCD cleaning kit.



Caution:

- Never use alcohol, petroleum-based solvents, or harsh detergents to clean your notebook.
- Never spray or apply any liquids directly on the notebook case, keyboard, or screen.
- Do not use paper towels to clean the screen – paper can scratch it.

Service, support and warranty information

Warranty Period - 36 month Limited Warranty for DOET

This 36 month limited warranty commences from the date the notebook is shipped to you and covers:

- Cost of labour and replacement parts for 36 months including floppy disk drive, CD ROM, LCD Screen and battery pack.
- Cost of freight to pick up and deliver the notebook for repairs to and from the authorised Acer Notebook Repair centres.
- On-site repair in the metropolitan area.

Warranty service is provided by Acer Authorised (Notebook) Repair Centres (subject to the conditions set out below). The warranty only extends to hardware parts purchased from Acer.

Warranty conditions for Acer hardware

Acer warrants that the product you have purchased is free from manufacturing defects in materials and workmanship when dispatched from our warehouse. The warranty period commences from the date the notebook is shipped to you. Due to the unique nature of the battery component of notebooks, warranty replacement of a battery shall not be required unless the duration of its battery life is less than 80% of the life specified in the notebook documentation.

Metropolitan – On-Site Warranty

If your notebook is located within the metropolitan area it shall normally be serviced by a technician on site at your school within twenty-four hours of the support call being lodged by the Department's Customer Service Centre, taking into account school business hours. In the event that a replacement component needs to be sourced from interstate, on site attendance may be extended a further twenty four hours.

An appointment must be made in consultation with the user or a nominated representative to ensure that an authorised person is available at the school site to provide access to the faulty notebook. Generally this will be during school business hours unless by special arrangement.

If your notebook cannot be repaired on site then the technician shall collect the unit and transport it to the repair centre to effect repairs. Your notebook will be repaired and returned to you within forty-eight hours of collection. Weekends and public holidays are not included in the calculation above.

Country - Return to Base service

If your notebook requires Return to Base Service (RTB), it shall be collected from your school within twenty four hours of the support call being lodged by the Department's Customer Service Centre, taking into account school business hours. Collections and returns should be made in consultation with you or a nominated representative to ensure that an authorised person is available at the school site to provide or receive the notebook.

Your notebook will be repaired and returned to you within seventy-two hours of collection.



Whether you are in the metro area or the country, you will need to ensure the notebook is left with the Registrar at the school if you are unable to be present when the service technician or courier arrives.

When a notebook is collected from your residence, you must be present for the courier at the agreed collection and delivery times, otherwise you will be responsible for the courier cost of an unsuccessful pickup or delivery.

School holidays

Warranty processes are in place for school holidays. You will need to contact the Customer Service Centre and advise which of the following options is most convenient:

Metropolitan

- Drop your notebook to the District Office for on-site service.
- Arrange for your notebook to be collected from your home to be serviced at an Acer Authorised Repair Centre.
- Take the notebook directly to an Acer Authorised Repair Centre.

Country

- Drop your notebook to the District Office to be collected and to be serviced at an Acer Authorised Repair Centre.
- Arrange for your notebook to be collected from your home to be collected and serviced at an Acer Authorised Repair Centre.

Interstate and international warranties

If you are travelling interstate, your notebook is covered by Acer's Australia-wide warranty service. Please contact the nearest Acer Office.

If you are travelling internationally, your notebook will be covered by Acer's international warranty service. Please obtain a letter of warranty from Acer's Perth office.

Direct to Acer

You can take your notebook to an Acer Authorised Service Centre directly if this is more convenient. Turnaround on such work is two hours.

The Acer Authorised Service Centre in Western Australia is at:

Acer Computer Australia
Level 3, 30 Hasler Road
Herdsman Business Park
Osborne Park WA 6017

Service

If you need hardware support for your Acer notebook:

1. First call the Department's Customer Service Centre on **9264 5555** (metropolitan) or **1800 012 828** (country).
2. Use the original box and packaging to transport your notebook to and from the Acer Repair Centre.
3. If your notebook must be collected you will be advised of the courier pickup details. Make a photocopy of the *Repair Shipping* form (*Appendix E* on page 36) and fill out the details as provided by the Customer Service Centre. Attach this to the outside of the box in which the notebook is packed and keep it ready for courier pickup. Please ensure your notebook is ready for collection on the date agreed.
4. If the unit is to be sent to Acer for a repair, make sure that you have a backup of all your data. Acer DOES NOT guarantee that the data on your hard disk will be intact after repairs.



Make sure that the unit is packed properly and attach a list of contents to it (for example, AC Adaptor, extra battery, etc.).

Make sure it is ready for the courier to pick it up at the agreed time.

Contact the Customer Service Centre to check the status of your repairs.

Using your notebook's Recovery CDs



IMPORTANT:

THESE CDs WILL DELETE **ALL** DATA ON YOUR NOTEBOOK AND WILL OVERWRITE **ALL** SETTINGS THAT YOU HAVE CHANGED.

DO NOT USE THESE CDs UNLESS YOU HAVE A SEPARATE COPY OF ALL THE FILES YOU HAVE CREATED SINCE YOU RECEIVED YOUR NOTEBOOK. YOU MAY ALSO WANT TO MAKE A NOTE OF YOUR SETTINGS.

When would it be necessary to use the Recovery CDs?

Only use these CDs if you are having difficulties with your notebook and you have sought help within your school or you have contacted the Department's Customer Service Centre and they have advised you to use the Recovery CD. These CDs disk will return your notebook to its original configuration, thus fixing any problems caused by software changes since you received your notebook.

The Recovery CDs will NOT reinstall:

- Encarta 2003
- Windows XP Interactive Training
- Office XP (and Publisher XP) Clip Art
- Visio 2002 Viewer.

To use the Recovery CDs

1. Turn your notebook on.
2. Press **F12**.
3. Put **Recovery CD - Disk 1** into the CD drive.
4. Using the arrow keys, select **Boot from CD**.
5. Press **<Enter>**. The Recovery process will start.
6. Follow any instructions.
7. Wait until the imaging software has finished (about 10 minutes) then restart your notebook and copy your files back onto it. Replace all the settings for internet, clock, mouse etc.
8. Put the Recovery CDs in a safe place.

Customer Service Centre

If you require assistance, please contact the Department's Customer Service Centre on:

Metropolitan: 9264 5555

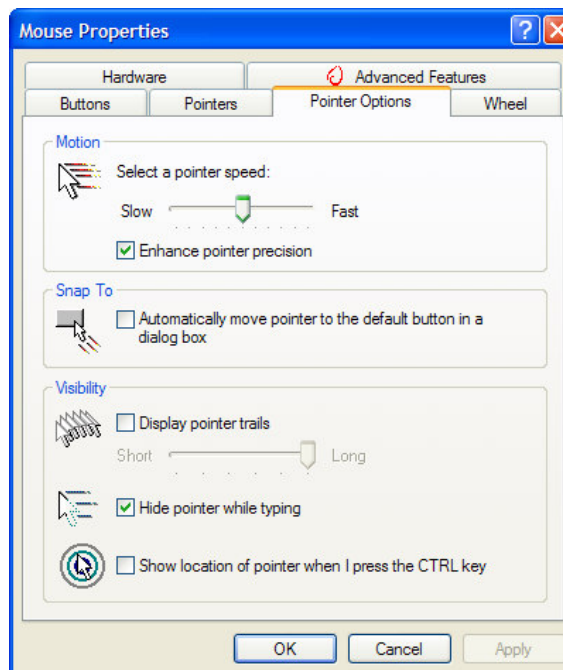
Country: 1800 012 828

NOTE: Please retain the original box and packaging. This will be required if you need to transport your notebook to and from the Acer Repair Centre.

Appendix A: Changing the Mouse settings

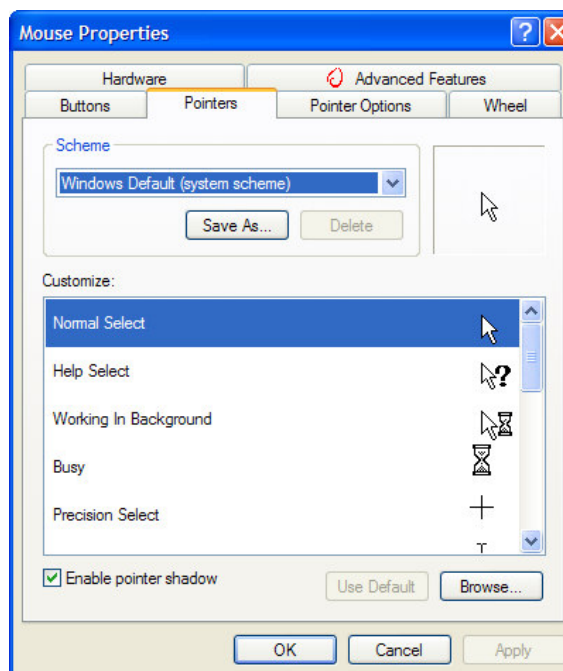
Changing the Mouse speed.

1. Tap **Start > Control Panel**.
2. Double-tap **Mouse**.
3. Tap on the **Pointer Options** tab.
4. Change the pointer speed to a speed that suits you.
5. You can also choose to have a trail display behind the pointer to make it easier to see. Experiment with this. If you lose the pointer, press **<Ctrl>** to highlight it.
6. Tap **Apply** to test the mouse movement. A single movement on the touchpad should move the mouse right across the notebook screen.



Changing the type of pointer

1. Tap on the **Pointers** tab.
2. In the **Scheme** section, choose a different pointer type (for example, **Windows Black**).
3. Tap **Apply** to see the new pointer. You may find this pointer easier to locate than the regular one.
4. Make any other adjustments to suit your way of working.
5. Tap **OK**.
6. Close the Control Panel.



Appendix B: Frequently Asked Questions

Why is my 56K modem not connecting at 56K speeds?

Several factors can affect connection speed, such as line noise, number of people connecting/connected to your ISP, and the age and condition of the telephone lines. A 56K modem does not guarantee all connections at 56K; rather it offers the ability to connect at *up to* 56K.

Why is my CPU speed slower on battery?

The SpeedStep technology that is resident on these notebooks adjusts the CPU speed depending on the power source. SpeedStep will slow the CPU speed down to reduce battery consumption allowing for longer battery life. Once an AC adaptor is connected to the notebook, SpeedStep returns the CPU speed to normal.

Why am I getting no sound?

The volume on the notebook is controlled by holding down the Function <Fn> key and pressing the up and down arrow keys. The volume level is shown on the screen.

Why do I get intermittent CD Read Errors?

When a CD ROM drive intermittently reads a CD, it's normally caused by a dirty or scratched CD, or a problem with the CD drive.

Try reading different CDs to see if all or just one CD has trouble being read. If it's only a particular CD, that CD is most likely scratched or dirty. CD cleaning kits are available at most places that sell CDs. If all CDs have trouble being read, there may be a problem with your CD drive.

Why is my system running slow?

If you have noticed your system running slower than usual it may be due to a fragmented hard disk drive. (**Note:** Other factors such as RAM memory, cache memory, and free space on your hard drive may also affect system performance.) Your hard drive does a lot of reading and writing and, over an extended period of time, it can become fragmented – this simply means that the files on your hard drive are not in continuous order, so the hard drive takes longer to load files or programs.

To put your files back in order you use a program call Disk Defragmenter. This program will optimise your hard disk drive by placing the files on your drive back in continuous order, and will increase your notebook's performance.

1. Tap **Start > All Programs > Accessories > System Tools > Disk Defragmenter**.
2. Select the drive to be 'de-fragged'.
3. Tap **Analyze**. Windows will indicate if this drive should be defragmented.
4. If you need to defrag, tap **Defragment** to start the process.
5. The time required to completed the defragmentation of the hard disk drive will depend on its size.

Appendix C: Keyboard shortcuts in Windows XP

Windows Key 		Fn (Function) Key	
	Opens the Start menu	<Fn> + F1	Opens a windows showing the functions of the keys
 + M, or  + D	Minimises all windows	<Fn> + F3	Puts the notebook into 'standby' – a power saving mode if you are called away. Touch any key to wake the notebook up again
<Shift> +  + M	Restores all minimised windows to their previous size	<Fn> + F4	Puts the notebook into 'hibernation'. It must be restarted to resume; you will have to re-enter your password.
 + <Tab>	Cycles through the taskbar icons	<Fn> + F5	Selects the screen(s) you want to use when using an external display device (e.g. projection unit, external monitor). Keep pressing <Fn> + F5 until the arrangement is the one you want.
 + F	Opens the Search window	<Fn> + F6	Saves power by turning the screen off – tap any key to resume.
 + E	Opens My Computer	<Fn> + F7	Turns the touchpad on or off. Use this if you are using an external mouse or if you accidentally touch the touchpad while typing and your work scrolls. <Fn> + F7 turns the touchpad on again.
 + R	Opens the Run dialog box	<Fn> + F8	Turns the speaker on or off. <Fn> + F8 turns it on again.
 + F1	Opens the Help and Support Center window	<Fn> + the right and left arrow keys	Changes the brightness of the screen slightly.
 + <Break>	Displays the Systems Properties dialog box	<Fn> + F11	Turns the numeric pad on. <Fn> + F11 turns it off again.

Appendix D: Occupational Health and Safety



This document has been developed to inform Department staff of the potential safety and health hazards associated with the use of notebook computers and suggested strategies to reduce the risk of injury.

Notebooks offer a choice of environments and locations where a person can use them. However the design of notebooks does not allow you to make some basic ergonomic adjustments.

The risk of physical strain injuries to the neck, shoulders, and arms, and eye strain is generally higher with notebooks than it is with desktop computers. This is due to the inability to separate the keyboard and the screen and the variety of environments in which a notebook is used.

Potential hazards with notebook use

The main feature of notebooks that causes problems is the lack of ergonomic adjustment – this promotes poor posture. If the screen is at the optimal height for the operator then the keyboard is too high, and if the keyboard is at the optimal height then the screen is too low. Both scenarios may contribute to muscle discomfort or strain to varying degrees.

Potential injuries that can occur through using notebooks include:

- Occupational Overuse Syndrome (OOS) [also known as repetitive strain injury (RSI)] as a result of sustained unnatural postures and/or prolonged tension on muscles, tendons, and other soft tissues.
- Eye strain through use in environments where there is poor lighting, glare, or reflection, and as a result of straining to view details on small screens.
- Manual handling strain through carrying notebooks for extended periods and/or lifting them out of awkward spaces. Strain may be the aggravation of an existing injury.

Tripping hazards can also exist where the notebook has external cables attached such as mains power cords or telephone lines.

Minimising the risk of strain or injury

It is not possible to adopt a good posture when working with a notebook without additional equipment. However there are a number of ways that the risks can be minimised.

If a laptop is to be used for extended periods (more than 2 hours in any one session) an external monitor and/or keyboard and mouse should be used. Ideally the notebook should be attached to a docking station. This allows the monitor to be adjusted to the correct height for the operator.



External keyboard, mouse and monitor, with notebook in a docking station

As it is not possible to adopt the correct neck and wrist postures without the use of an external keyboard and mouse, it is preferable (in most cases) to set the keyboard at the correct height rather than the screen. Although this places more strain on the neck muscles, this is generally more preferable as they are larger and stronger muscles and more able to cope with the increased workload. This can be achieved by placing the notebook on a desk at a height where the elbows are at 90 degrees and the wrists kept straight.



Preferred notebook position

There are also a number of other ways to reduce the risk of strain or injury. These include:

- Adopting the best possible posture. Whenever possible sit in a comfortable chair at a desk.
- Taking frequent rest breaks (at least every 20 minutes but more often if the setup is not optimal) to allow eyes and muscles to recuperate.
- Not using for extended periods (maximum of 2 hours in any session).
- Using an external mouse, keyboard, and monitor where possible.
- Setting the screen at an angle that reduces, as far as possible, the need to bend your neck and minimises reflections.
- Considering using a trolley or backpack to carry the notebook.

Preventing eye strain

Eye strain and headaches can be caused by the constant viewing of small objects on a small screen, incorrect monitor position, or glare or reflections from lighting sources. The risk of eye strain can be reduced by ensuring that you:

- Work in environments free from glare or reflection.
- Have adequate lighting.
- Increase font size for comfortable viewing.
- Use a standard computer monitor at a docking station where possible.
- Position the monitor for comfortable viewing distance.
- Take frequent rest breaks. (An old but valid idea is the 20/20 rule which states "every 20 minutes look at something 20 feet away (approx 6 metres) for 20 seconds").
- Regularly blink to lubricate your eyes.

Preventing manual handling injuries

Notebooks are often carried in addition to all the usual personal belongings. They are also lifted in and out of cars or other awkward spaces thus increasing the risk of a muscular strain injury. Manual handling risks can be reduced through:

- Planning your day so you can minimise the need to carry the notebook.
- Minimising the load you are carrying (make two trips to carry your belongings).
- Alternating sides of the body that you are placing the load on.
- Using a trolley or backpack.
- Using lifting techniques that minimise strain to the spine (maintain the natural curves in your spine by bending your knees and keep the load close to your body).

Preventing tripping hazards

To minimise the risk of tripping, only use the cords that you need for that session and do not place them across walking areas. Consider the use of extension cords when making PowerPoint presentations.

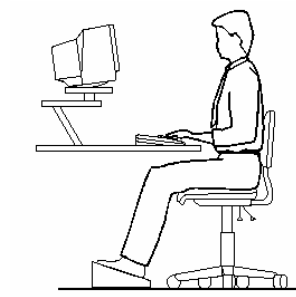
Ongoing discomfort or pain

If you are experiencing ongoing discomfort or pain that is not eliminated by the strategies suggested in this document, seek medical advice and discuss the problem with your Principal.

Further advice on reducing muscular strain is also available from Employee Support Services in Central Office on **9264 4889**.

Ergonomic and posture principles for general computer use

- Sit up and back in your chair.
- The top of the monitor screen should be at or just below eye level.
- The monitor should be positioned directly in front.
- At the correct height for keyboarding your elbows are approximately level with the keyboard and bent at 90-100 degrees.
- The knees should be at 90 degrees or greater. A footstool may be required.
- Keep elbows close to your sides.
- Working documents should be between you and the monitor or just to the side of the monitor on a document holder.
- Frequently used equipment should be within easy reaching distance.
- Keep the mouse as close to the keypad as possible and on the same level.
- Look away from the screen and focus on distant objects regularly to reduce eye strain (remember that blinking helps to lubricate your eyes).
- Avoid glare or reflection from windows or lights where possible.
- Avoid holding your muscles tensed for long periods of time. Stretch and change postures frequently.
- Change tasks frequently to help prevent muscle stiffness.
- Take short frequent micro-breaks. Short and frequent breaks are more beneficial than longer less frequent breaks. Suggested breaks are 2-3 minutes every 15-20 minutes, 5 minutes every 30 minutes, or 10 minutes every hour.



References

- *Australian Standard AS 3590 (1990) Screen-based workstations, workstation furniture and input devices.*
- *Occupational Overuse Syndrome - Keyboard Operators: Reducing The Risk.* WorkSafe Western Australia <http://www.safetyline.wa.gov.au/pagebin/pg000874.htm>
- *Using your Notebook safely.* Department of Education Victoria.
- *Health and Safety in the Office.* Department of Education W.A.
- *Officewise.* Victoria WorkCover <http://www.workcover.vic.gov.au>

Useful links

There are many web sites that provide useful information on ergonomics and computers at home and in schools. A few of these sites are listed below. The Department does not necessarily support information provided on these web sites.

- <http://healthycomputing.com/>
- <http://ergo.human.cornell.edu/>
- <http://www.office-ergo.com/>
- <http://www.ergonomics.com.au/howtosit.htm>
- <http://www.pc.ibm.com/ww/healthycomputing/>

Appendix E: Repair Shipping Form

**To: Acer Repair Centre
Acer Computer Australia
Level 3, 30 Hasler Road
Herdsman Business Park
Osborne Park WA 6017**

National Call Centre Case Number: _____
(To be filled in by you; supplied by Department's Customer Service Centre from Acer)

Serial Number: _____
(Aust. Serial No. on the base of your notebook)

Name: _____

Return Address:
